



N64W23820 Main Street
Sussex, WI 53089-3122
(262) 246-5180
phplonline.org

Agenda

**Pauline Haass Public Library Board of Trustees
Wednesday, January 17, 2024, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby**

- 1) Roll call
- 2) Consideration of, and possible action on, minutes of December 20, 2023 board meeting
- 3) Comments from citizens present
- 4) Communications received by Board members or Director
- 5) Financial report
- 6) Action on bills
- 7) Director's report on library services, legislative issues, staffing, funding, system services, continuing education, building issues, library users, technology, planning, Friends of the Library and Foundation activities, legal issues, and budget.
- 8) New Business:
 - a) Roof restoration plans for spring: discussion and action
 - b) Strategic Plan Activities 2024: discussion and action
 - c) 2023 in review: presentation and discussion
 - d) Trustee Essentials 22 and 23: review and discussion
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

Adele Loria, Library Director

Attendees: Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service, contact Adele Loria at 262-246-5180.

Minutes of December 20, 2023 Board meeting
Pauline Haass Public Library

Called to order: 6:02 p.m.

Roll call: Bougie, Carran, DeLonge, Hacker, Kojis, Schultz, Vande Hei, Wegner, Zoellick present; Absent: Jilling, Roubik.

Bougie/Vande Hei motion to approve minutes of November 15, 2023 Board meeting; motion carried.

Comments from citizens present: Loria shared feedback she received from a patron regarding the organization of the adult nonfiction collection.

Communications received by Board members or Director: none.

Financial report: Revenue and Expenditure Guidelines for November 2023 accepted as presented by Vande Hei/Zoellick motion; motion carried.

Prepaid bills in the amount of \$3,152.50, P-Card bills in the amount of \$6,991.05, November 2023 bills in the amount of \$14,216.23, November expenses in the amount of \$75,949.89 approved as presented by Vande Hei/Schultz motion; motion carried.

Director's report: Loria reviewed items in her written report and other items as followed by the agenda.

New Business: Bougie/DeLonge motion to convene into Closed Session at 6:46 p.m. pursuant to Wisconsin Statute 19.85(1)(c) *Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility*, with respect to performance evaluation and compensation for Library Director. Roll call vote: Bougie – aye, Carran – aye, DeLonge – aye, Hacker – aye, Jilling – aye, Roubik – aye, Schultz – aye, Vande Hei – aye, Wegner – aye, Zoellick – aye. Motion carried. Loria rejoined at 6:56 p.m.

Reconvened in open session at 7:42 p.m. by Carran/Hacker.

Bougie/Carran consideration and possible action on items requiring action arising out of the closed session and motion carried to provide a 3.5% salary increase and 2 bonus personal days added to benefits package for the Library Director.

Discussed extension of managed IT services agreement; approval pending attorney's review by Bougie/Kojis; motion carried.

Final 2024 budget: discussion and action on revised 2024 budget reflecting Village of Sussex contribution accepted as presented by Vande Hei/Carran, including adoption of wage ranges; motion carried.

Meeting adjourned at 8:18 p.m. by Schultz/Kojis motion.

Respectfully submitted,
Adele Loria
Director

January 17, 2024
Director's Report to Library Board

Agenda Items

Roof plans for 2024: In preparation for our discussion on the roof shingling replacement, I have included in your packets some of the documents we discussed last month. First is the warranty that I discovered in the documentation of the 2008 roof reshingling last August. I asked Secret Strobl for advice on what to do with it, and she initiated a claim with CertainTeed LLC. A representative came out to investigate the claim with a physical inspection of the roof and review of the project in 2008, which was thoroughly documented by Paul Crandall & Associates (who did the reshingling) and meticulously filed away by Kathy Klager. Also included is a letter from CertainTeed in authorizing replacement of the shingles including materials and labor costs. The work is to be done by Crandall & Associates, who will invoice CertainTeed directly for the labor costs of the project. The third document is a letter from Paul Crandall outlining the scope of the project in detail including items not included under the warranty and their associated costs.

Paul Crandall has agreed to attend our meeting Wednesday in order to answer questions you may have. Jeff Goodyear will attend as well; he has been working with Paul and with the CertainTeed representative throughout the process, and will help to coordinate any work done this spring.

There are a couple of issues that still need to be discussed and this agenda item allows for that:

1. The solar array on the roof will need to be removed to do the roof restoration. As you might remember, this system has been only partially functional since about 2013, when a large number of bulbs were damaged (failed?) and replacement parts could not be sourced. To the extent that it still operates, there is a small energy savings in the HVAC system, but it's difficult to quantify. We need to determine whether it's worth reinstalling after the project is complete, based on the costs to do so and the limited benefits it provides. I'm trying to gather a little more data to help make that determination and will have an update on Wednesday.
2. The project is supposed to take two weeks, and I'm told we can remain open throughout but that it will be "loud." That's not insurmountable and I think that we can even lean into it (construction-themed storytimes!), but I imagine it will be inconvenient. The Village staff have expressed a willingness to allow staff to work next door during this time and to the extent possible, patrons as well. I greatly appreciate

that. I'm wondering if there are a couple of days (while shingles are coming down?) that closing would be worthwhile. I'd rather not do more than a day or two, especially after this past week with snow closures, but we can discuss whether and how much to consider this when we meet.

Strategic Plan Activities: I will have our Strategic Plan Activities ready for your review on Wednesday. These have been compiled based on our conversations last month, this year's operating budget and capital purchases, and meetings with the managers reflecting their own and their staff's goals. I'm interested in hearing your thoughts as well, and we can make adjustments during the discussion on Wednesday.

2023 in Review: Once again, it is time to compile the previous year's numbers for our annual report and that provides a good opportunity to analyze how we're doing and what patterns we're seeing. I'm pleased to report that our circulation grew this year by 7.43%, in comparison to the overall increase of 2.99% of all circulation at Bridges System libraries. This year we have the added visual tool of the Bridges data dashboard. I've been compiling some of the charts that illustrate some of the activity that's notable or interesting, and I'd like to take a little bit of time on Wednesday to share those with you all.

Trustee Essentials: As I mentioned last month, I've been waiting for a less-lengthy packet/agenda to do it, but have been wanting for some time to review the Trustee Essentials related to materials challenges. There have been several formal challenges at area libraries in the past year or two, and as you've likely noticed, it's become a big story in national and local news.

I have included both TE 22 (Freedom of Expression and Inquiry) and TE 23 (Dealing with Challenges to Materials and Policies) because they really go together and the beginning of TE 22 provides the ideological and legal background for the policies that exist to protect intellectual freedom in public libraries. I think it's important when dealing with challenges to these policies to know why they are there and by what authority. TE 22 touches on collection, internet, meeting room, and display policies, and going through each of these is beyond the scope of a single meeting. We can return to those policies over the year, though, and some are due for review this year anyways.

TE 23 outlines content that will be familiar to you from our review of the collection development policy two years ago. What is most helpful is that it addresses your role as a trustee in this kind of situation; I'm not sure that we talked a lot about that when we reviewed the policy. I'd like to go over that portion and discuss any questions you have on Wednesday.

Non-agenda Items

3rd Annual Gingerbread Decorating Contest: Once again during December the library became a gingerbread exhibit destination. We had 36 entries (the exact number we had last year) across all ages, and 521 people voted for their favorite gingerbread house (up from 478 last year). Our winners in each category included: Adult Category: "Das Halla Haus" by Crystal, Erica and Kristi,

Teen Category: “Christmas with the Keeper” by Maddie (Age 12), Children Category: “Fred and George Decorated Hogwarts for Christmas (It didn’t go so well)” by Claire (Age 10) and Hadley (Age 9), Family Category: “The Bluey House” by Michelle, Ben, Mabel (Age 7) and June (Age 5). The winners received a commemorative ornament and a gift card for King Arthur Baking.



The library staff also participated this year, just for fun and bragging rights. The public could also vote for their favorite Library Staff Category gingerbread house and the winner was “Hagrid’s Hut in Summertime” by the Circulation Services Department.



100-Year Celebration Collaborations: As you may be aware, 2024 marks the 100 year anniversary of the Village of Sussex. Last fall I expressed interest to Parks & Rec Director Halie Dobbeck in collaborating with the Village throughout the year in various ways, and I was invited to join in their planning meetings. Since then we have met a few times and are working on some collaborative projects including:

- Inviting community members to share Sussex memories in audio recordings with the Bridges/StoryCorps equipment. We have the first two weeks of April booked with the equipment and will promote the offering throughout the month of March. Library staff will facilitate the interviews as with past StoryCorps Oral History Project recordings.
- Creating a specially themed StoryWalk that will be up a longer portion of the summer with a title so perfect it seems tailor-made: “Grand Old Oak and the Birthday Ball.” Credit is due to Val Johnson for finding that one before she left! We have received

permission from the publisher to enlarge the pages so that we can have a large-format storywalk similar to the picnic one we did last year.

- Contributing posts to the “100 Years of Sussex” series on social media with items from the PHPL Historic Digital Collection (which focuses on schools in Sussex with yearbooks and student newsletters) as well as library history.

Building Updates: With the completed installation of the new HVAC software, we spent time in December learning the new interface. The programmer from Emcor who programmed our system came out to do trainings with Jeff, Lisa, Anna Oleszczak (who programs the meeting rooms each week depending on when/how they will be used), and myself. We are aiming to get the rest of full-time staff trained within the month of January, especially now that winter is here with a vengeance and programming changes for weather events becomes more likely.

Staff Updates: Our new Youth Services Librarian Emily Bolwerk started a couple of weeks ago, and she has jumped in with both feet, eager to learn and to take ownership of projects. She has already made endcap signs for the non-fiction section (similar to the wayfinding signs in the Adult area). She will be responsible for juvenile nonfiction and has begun reviewing journals and inventorying current series. Emily is excited to take on some programming duties beginning with storytime this spring. She has taken the lead in planning our American Girl program this summer; Emily has a background in dance and is preparing a “Dance Academy” theme where attendees can make doll tutus and learn a short dance.



Jennie Bahnaman, Assistant Director, and Maura Flanagan, Adult & Teen Services Librarian, report on activities for December 2023:

Adult Programs & Services

December was a quiet month for adult programming. We hosted a **Memory Cafe** on Monday, December 18. Local musician **David HB Drake** led our 23 attendees in many holiday singalongs. It was heartwarming to listen to a room full of Memory Cafe attendees singing together and getting to enjoy some festive fun, since often the holidays can be a difficult time. **Angela Meyers (Coordinator of Youth and Inclusive Services)** from Bridges Library System was in attendance, along with with **Jennifer Harders and Kathy Glaser, Dementia Specialists from the Waukesha County Aging and Disability Resource Center**. Fox6 News had been in contact with Angela Meyers about doing a story on a local Memory Cafe, and they chose our December 18 Memory Cafe to attend. **We were featured that night on Fox6 News** and they did a heartwarming piece on how Memory Cafes make a difference for those living with dementia, their families and our community. You can view that story here:

<https://www.fox6now.com/news/local-libraries-offer-memory-cafes-help-people-memory-loss>



Jennie Bahnaman (Assistant Director) attended the **Bridges Library System Adult Services** meeting on December 13. We learned about **Museum Key and Lending Key** from Pewaukee Public Library, which began using this reservation system for many Library of Things items at the end of last year. Museum Key is built for reserving Experience Passes, and Lending Key is used for other items. Patrons are able to reserve passes and items for certain days which many patrons seem to appreciate. These items are not found in the catalog. All items must be kept in the staff area if they are a part of Lending Key to control the reservations. Items are checked out only through Lending Key, which will then show up in Polaris as checked out to the patron. Our staff cannot check these items out just in Polaris first, because then they will not be checked out in Lending Key. There are a lot of great features with Museum Key and Lending Key, and it's helpful for us to know the logistics so that we can consider if they're right for our Library of Things collection.

Teen Programs & Services

We started the month off strong with our **Sharpie Mug Art Night**. Ten teens participated in this program. Many made mugs to use for gifts for family or friends. About half of the teens who attended made a second mug as well. The consensus was that it was a well-loved program and that they would like to have similar programs that time of year to make gifts for friends and family.

Teen Loot Boxes & Monthly Passive Program

Four teens requested the **Library Loot Boxes** this month. The craft provided was 'make your own snow globe'. The Monthly Passive Program was **Guess the Authors** within the poem. There were 13 lines/13 authors within the poem. Four out of 5 of the teens that participated got 7 or more of them correct.

Teen Advisory Board

Our Teen Advisory Board met on Tuesday, December 19th for the final meeting of the year. Eleven teens were in attendance for this meeting. The meeting started off with a visit to our new teen space. Many stated that it looked amazing and was a place that they would like to hang out and do homework. We discussed the different passive and active programs that were coming up and spoke extensively about Harry Potter night. The teens had great ideas on how to decorate the Quad Room to make it a 'Prefect' room and for activities to hold there (this is the

space designated for “aged-up” activities more suitable for teens/adults. Many were very excited about the Harry Potter night and expressed interest in volunteering that evening.

Maura attended the Bridges Library System Teen Think Tank on December 5. Jeni Schomber from the Department of Public Instruction attended the meeting to give a brief overview of the opportunity for a Paid Teen Internship over the summer. The informational webinar is coming up in February. After that the applications will be open for about a month. They will select a few libraries to sponsor a paid teen intern for the summer; we are considering applying.

Teresa Douglas, Youth Services Manager, reports on activities for December:

Programs

This month library associate Monica Weis hosted both of our KidsLab programs, LabCrafts and Early Explorers LabCrafts. On December 11th LabCrafts did a science project named Grinch Hearts. Kids drew hearts onto deflated balloons, put vinegar into water bottles, and filled the balloon with baking soda. The kids put the balloon over the top of the bottle and initiated a chemical reaction between the vinegar and baking soda: the gas filled up and expanded the balloon, making the heart grow three sizes, just like the Grinch’s. The kids loved this program and most took the time to wash their bottles and balloons out to take home and do the project again at home.



On December 18 Early Explorers made pine cone trees. The pine cones were turned upside down then the 1st and 2nd graders used small, colorful pompoms to decorate them.



Our last Make It! Junior of the season launched on December 4. This project was put together by Monica Weis. Our third project was pompom poppers. In each Make It! Junior kit handed out during the season is a Art Prize entry ticket. Kids are encouraged to bring this ticket back to the library for a chance to win an art kit. Our winner for this season is Finley, who was very excited to win and pick up her prize.

School Partnerships

This school year we began working with three new school librarians/technology coordinators. Two librarians cover our four elementary schools (each is assigned to two schools) and the other new librarian is at Silver Spring Intermediate School. Transitioning to the new librarians has been seamless with the effort and desire to partner together on both sides.

We were uncertain of the continued success of Firsties, since our previous school librarians were such big supporters of the project. I am happy to announce that our numbers are tracking even higher than we were last year! In an unexpected twist, our further out elementary schools (Marcy Elementary and Lannon Elementary) are in first and second place for the most visits so far this year. (Each year we do a fun competition to see which school can get the most visits in). Every year so far Maple Ave. Elementary has won and we chalked this up to them being so close to the library, but we are excited to see if we get a new winner this year!

Youth Services Manager Teresa Douglas has been in contact with all of the librarian/technology coordinators almost weekly. Silver Spring Intermediate especially has jumped on our offers to get books for them, especially when they need multiple copies. Ashley Pfefier, the librarian and technology coordinator at Silver Spring Intermediate, emails Teresa lists of books to get for teachers and is always grateful for our help placing all of the holds.

Book Bundles

Children's book bundles	number of bundles	number of items in bundles
staff-created book bundles	49	228
special request book bundles	2	26
Total	51	254

Statistics

Adult & Youth Reference	Totals
Youth Reference Ques.	541
<i>Youth Information Ques.</i>	14
Adult Reference Ques.	360
<i>Adult Information Ques.</i>	11
One-on-One Tech Help	20
Study Rooms use	111
Faxes	19

Children's Programs *all-ages events	Virtual Attendance	In-person Attendance	Self-Led (Passive)
LabCrafts (1 session)		22	
Early Explorers LabCrafts (1 Session)		11	
1000 Books Before Kindergarten new registrations			9
Outreach Storytimes (2 sessions)		70	
Make It! Jr. grab-and-go distributed			100
Make It! Jr. report back (drawing tickets)			23
Firsties check-in visits (4 schools)		74	
Firsties December video views	36		
Firsties parent video views	2		
Firsties other video views (past videos)	15		
Total	53	177	132

1000 Books Before Kindergarten total books read: 2,264

Teen Volunteer hours: 6

Adult/All Ages Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Tuesday Afternoon Book Club (12/5)		8	
Books to the Future Book Club (12/14)		4	
Memory Cafe: Holiday Tunes with David HB Drake (12/18)		23	
Reading Between the Spines (12/20)		6	
Gingerbread Decorating Contest Participants (All Ages) (12/1-12/31)			36
Gingerbread Decorating Contest Community Vote (All Ages) (12/2-12/22)			521
Total	-	33	557

Teen Programs	Virtual Attendance	In-person Attendance	Self-Led (Passive)
Sharpie Mug Art Night (12/5)		10	
Teen Advisory Board (12/19)		11	
December Library Loot Box 12/1			4
Author Poem Challenge (12/1-12/31)			5
Total		21	9

STATISTICS FOR MONTH OF DECEMBER 2023

	Dec. 2023	Dec. 2022	YTD	YTD 2022	% change
ALL CIRCULATION	28183	25143	378548	348532	8.6%
PHYSICAL MATERIAL CIRCULATION	24134	22063	332456	309468	7.4%
E-MATERIAL DOWNLOADS	4049	3080	46092	39064	18.0%
HOURS OPEN	224.0	214	2883.0	2874.5	0.3%

	YTD
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	2806
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	1799
Crossovers to PHPL from other library communities: +	5182
Crossovers from Sussex to other CAFE libraries: -	947.0
NET LENDING: 3228	53803

	Sussex	Other	TOTAL	2022
PHYSICAL CIRC:	9425	14709	24134	22063

Cards issued:	59
Reference questions answered:	901
Informational questions answered:	25
Library visits this month:	8,212
Materials purchased:	118
(year to date total:)	7439
Study Room usage:	111
One-on-one technology lessons:	20
Fax Service:	19
Curbside pickup:	0
In-person programs:	11
In-person attendees:	231
Meeting Room Use:	
Quad Room:	19
Small meeting room:	15

INTERNET USE*:	275	sessions
TOTAL HOURS**:	152:19:00	
AVG. SESSION**:	33.233	minutes
WI-FI INTERIOR*:	1013	clients
WI-FI EXTERIOR*:	155	clients

*includes wireless network

**wired access only

SureStart™ PLUS Certificate

The components of the Integrity Roof System™ manufactured by CertainTeed on the property below are covered by SureStart PLUS protection. In case of a warranty claim, contact CertainTeed Roofing, Technical Services, 1400 Union Meeting Road, Blue Bell, PA 19422; telephone: (800) 345-1145. (See actual warranty for terms and conditions of standard SureStart warranty.)

Date of Registration 12/5/2008 Property Address N64 W 23820 Main St
City Sussex State WI Zip 53089
Property Owner(s) Pauline Haass Public Library
Shingle Name Landmark Squares of Shingle Installed 275
Flintlastic® System Installed _____ Flintlastic Squares Installed _____
Date of Installation Completion 11/4/2008 Expiration of SureStart PLUS Coverage 11/4/2028

5 Star Coverage

- Extends standard SureStart duration and coverage to 20 years
- Fully transferrable one time for 15 years
- Covers materials, labor, tear-off, disposal for 20 years after installation
- Covers the contractor's workmanship for 20 years
- Increases wind warranty to 110 m.p.h. for 15 years

Limitations

SureStart PLUS coverage has been approved by CertainTeed under the following conditions:

1. The roof system has been installed by a contractor with either the CertainTeed SELECT Shingle Roofer™ or ShingleMaster™ credential, current at the time of installation.
2. The roof system meets the standards for an Integrity Roof System.

January 10, 2024

**Pauline Haass Public Library
Secret Strobl
N64W23820 Main St
Sussex, WI 53089-3122**

Claim # CR0891197

**Ref: N64W23820 Main St
Sussex, WI 53089-3122**

Dear Secret Strobl,

CertainTeed LLC has authorized a repair for your roof under the SureStart Plus protection of the CertainTeed Asphalt Shingle Products Limited Warranty. This repair will replace the affected shingles on your roof. After this work is completed, the Limited Warranty with SureStart Plus protection remains in effect for the replacement shingles from the installation date of the original shingles for the balance of the original warranty period.

Enclosed you will find for your signature an Acknowledgment Form that confirms your understanding that CertainTeed is providing replacement material and agreed compensation for labor costs in resolution of your warranty claim. After the Acknowledgment Form has been signed and returned to CertainTeed, we will issue a Free Material Certificate for replacement material to the roofing contractor. When the replacement is completed, your roofing contractor will submit an invoice to CertainTeed for the replacement project and we will issue the payment for labor directly to your contractor.

Sincerely,

Technical Services Representative
CertainTeed Roofing



CertainTeed Roofing

20 Moores Road • Malvern, PA 19355 • USA
Phone: (800) 345-1145 • Fax: (215) 274-2519 • Email: rpg.t.services@saint-gobain.com
www.certainteeted.com • www.ctroof.com

Claim # **CR0891197**

This offer is valid for one (1) year from this date: **1/10/2024**

SureStart Plus Repair Acknowledgment

I, **Pauline Haass Public Library Secret Strobl**, as Owner or Owner Representative of the property listed here, acknowledge that I submitted a claim under the SureStart Plus protection of the CertainTeed Asphalt Shingle Products Limited Warranty for the property at **N64W23820 Main St, Sussex, WI 53089-3122**. To resolve this claim, CertainTeed will be providing **272 Squares of Landmark shingles, 26 rolls of RoofRunner, 125 rolls of WinterGuard granule, 18 bundles of SwiftStart, and 22 bundles of Shadow Ridge** through a Free Material Certificate and paying approved labor costs for the replacement directly to **Paul Crandall & Associates, Inc** after submission of an invoice by the contractor at the completion of the replacement project.

This Acknowledgment refers to the property mentioned above with roofing shingles applied on or about **11/4/2008** The Limited Warranty with SureStart Plus protection remains in effect for the replacement shingles from the installation date of the original shingles for the balance of the original warranty period.

_____/_____
Signature of Owner/Owner Representative Date

Printed Name

THIS DOCUMENT IS TO BE USED FOR SETTLEMENT PURPOSES ONLY AND IS NOT AN ADMISSION OF LIABILITY BY CERTAINTEED LLC.

THIS DOCUMENT DOES NOT NEED TO BE NOTARIZED.





Paul Crandall & Associates, Inc.
Roofing & Sheet Metal Specialists
1645 N. Port Washington Road
Grafton, WI 53024
(262) 375-3505 Fax: (262) 375-2887
www.pcaroofing.net



December 15, 2023

Pauline Haass Public Library
Attn: Secret Strobl
N64W23820 Main St.
Sussex, WI 53089
Ph: 262-246-5230
ssstrobl@sussexwi.gov

Re: Pauline Haass Public Library
Roof Replacement

Dear Secret,

In accordance with your request, I am providing you with an updated scope of work for the roof restoration per the CertainTeed Five-Star warranty. The scope of work shall be as follows:

- Complete removal and disposal of the existing roof assembly.
- Replacement of all damaged or deteriorated roof sheathing.
- Entire roof assembly to receive CertainTeed Winterguard ice and water underlayments which shall be entirely covered with CertainTeed Roof Runner synthetic underlayment.
- Replacement of any sheet metal flashing will be performed as required to maintain and comply with a CertainTeed Five-Star warranty.
- Furnish and install CertainTeed asphalt fiberglass Landmark shingles and ridge utilizing steel galvanized roofing nails.
- Completely re-work and seal as deemed necessary all solar supports in contract with the roof assembly which shall comply with CertainTeed specifications and standard ARMA specifications utilizing Soprema M-1 structural sealants and Soprema Alsan flashing components.
- Complete cleaning of gutters and downspouts shall be performed upon completion of work scope.
- All work shall be performed in accordance with standard OSHA guidelines for the industry.
- Certificates of Liability and Work Comp shall be provided.
- Paul Crandall & Associates shall furnish a CertainTeed Five-Star warranty as a donation to the library for the project. Value of \$2,750.00

- Pauline Haass Library shall provide payment for related roof materials not provided by CertainTeed Corp., approximately \$1,700.00 - \$2,200.00. Also, for additional labor for flashing work for solar structural supports. 20 man hours @ \$105.00/man hr - \$2,100.00.

I appreciate the opportunity to present this information. If you have any questions or need additional information, please do not hesitate to contact me at 414-333-1175.

Sincerely,

Paul Crandall

Freedom of Expression and Inquiry

22

Free access to ideas and freedom of expression are bedrock principles of this country. These principles must be upheld for democracy to survive and thrive. Public libraries are institutions dedicated to the ideal of freedom of expression and inquiry. The public library is the provider of access for *all* citizens to the full range of ideas, including controversial or unpopular ideas.

If we all knew for sure what the right answers were for important questions, there would be no controversies and no need to foster freedoms of inquiry and expression. But, because we cannot know for sure, our survival and progress as a culture and as a species require that we actively promote wide-ranging inquiry and the freest possible expression of ideas so that we may correct errors and continue to progress toward better answers. This requires that your library, within the limits imposed by budget, time, and space, seeks to represent the widest range of materials and to provide unrestricted access to electronic resources—so that inquiry is encouraged and creativity stimulated.

In Wisconsin, as in most states, citizen boards govern public libraries. Citizen governance partially isolates the operation of the library from political pressure—an important concern especially in the development of your library’s collection and policies. Citizen control is designed to help your library support the ideals of freedom of expression and inquiry—free from partisan and political pressure.

The federal and state Constitutions support the ideals of freedom of expression and inquiry, as do the Wisconsin statutes. The very beginning of [Chapter 43](#) (Wisconsin’s library law) says: “The legislature recognizes: (a) The importance of free access to knowledge, information and diversity of ideas by all residents of this state; (b) The critical role played by public, school, special and academic libraries in providing that access; (c) The major educational, cultural and economic asset that is represented in the collective knowledge and information resources of the state’s libraries; (d) The importance of public libraries to the democratic process.”

Collection Development Policy

Every public library should have a collection development policy that supports the ideals of freedom of expression and inquiry. A sound collection development policy assures the continuous growth of a collection appropriate to your library’s defined mission and goals, while recognizing the cultural diversity and pluralistic nature of your community. It is recommended that, at a minimum, the policy cover the following points:

- purpose and scope of collection (separately defined for the adult and children’s sections)
- types of materials to be purchased

In This Trustee Essential

- How the public library promotes freedom of expression and inquiry
- Library board-approved policies that help protect intellectual freedom

- staff responsibility for selection; use of professional selection tools
- basis and method of withdrawing and disposing of materials
- acceptance of gift materials (usually with the understanding that the same selection standards will be applied to gift materials as to those purchased and that staff will have discretion in judging what gift materials will actually be added to the collection)
- affirmations of intellectual freedom, such as an endorsement of the Library Bill of Rights at: www.ala.org/advocacy/intfreedom/librarybill and the Freedom to Read Statement issued jointly by the American Library Association and Association of American Publishers available at: www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement

See *Trustee Essential #10: Developing Essential Library Policies* for guidelines on the process to follow when developing library policies. The collection development policy should include a procedure to follow if materials in the library collection are challenged. (See *Trustee Essential #23: Dealing with Challenges to Library Materials and Policies.*)

Internet Access Policy

The Internet brings a wealth of information to even the smallest library. It is recommended that every library develop an Internet “acceptable use policy.” The following questions may help your library in developing an “acceptable use policy.”

- Can children use the Internet independently, or do they need parental supervision or permission?
- Will the library adopt a code of conduct that must be signed by a parent and child before the child accesses the Internet?
- Will the library adopt a clear Internet use policy?
- Will users have to sign up to use Internet terminals?
- Will there be time limits on the use of Internet terminals?
- How does the library staff handle being a “go to” place to help troubleshoot devices?
- Will the results of users’ research be visible to other users or will the library install privacy screens or other means to restrict public viewing?
- What does the library do when a user is discovered using an Internet terminal for illegal or improper purposes?
- How does the library handle user and staff complaints about others gaining access to illegal or objectionable sites?
- How will the library handle false accusations about illegal or improper use?

- How will the library handle access to functions such as social media sites, peer-to-peer file sharing sites and email?
- How do the library and its governing board transmit concerns about Internet access to its funding authority?
- How will the library seek legal review of its Internet policy, both from its own legal counsel and from other legal experts?

Sample Internet use policies are available from the Wisconsin Public Library Policy Resources Page at <http://dpi.wi.gov/pld/boards-directors/policy-resources>.

Internet Filtering

Library boards should be aware that certain Internet filtering policies have been found by federal courts to violate First Amendment guarantees. On the other hand, Congress passed the Children’s Internet Protection Act (or CIPA) requiring library filtering in order to qualify for certain uses of federal aid (such as E-rate funding). That law has been challenged on First Amendment grounds. Libraries need to stay informed as cases are decided and as possible new legislation develops. See below for resources to help you stay informed about these issues.

Meeting Room, Exhibit, and Display Policies

Public library meeting room and display policies should also support the ideals of freedom of expression and inquiry. In fact, federal courts have ruled that certain public library meeting room and display policies are contrary to the First Amendment.

In an April 2000 case, a federal court ruled that a Wisconsin library violated an individual’s First Amendment rights when it refused him permission to use the public library’s meeting room for a program about creationism. The library’s policy prohibited use of the meeting room for religious services, religious instruction, and partisan political meetings.

The Federal District judge ruled that the library’s policies and practices permitting the use of the meeting room for various groups had created a “designated public forum.” In a designated public forum, content-based restrictions on speech are permissible only if they are the least restrictive means to a compelling government interest. The judge ruled that the city failed to show a compelling government interest in excluding the plaintiff from use of the meeting room.

“It may be that the exclusion of partisan political meetings and religious services or instruction is based on the library’s desire to avoid controversy,” the judge said. “However, the avoidance of controversy is not a valid ground for restricting speech in a public forum.”

Reasonable regulations on time, place, and manner of speech are permissible in a designated public forum. For example, the judge implied that the library’s prohibition on the use of the meeting room for regular meetings of clubs and other organizations was probably a constitutional regulation because it was intended to

make the room available to a wide variety of organizations. The judge also suggested that the policy excluding use of the meeting room for “commercial sales or presentations promoting specific companies or products” was also constitutionally acceptable.

Library exhibit and display policies must conform to the same basic constitutional principles that apply to meeting room policies. Libraries may wish to review their meeting room, exhibit, and display policies for conformance with constitutional requirements. Sample meeting room and exhibit and display policies are available from the Wisconsin Public Library Policy Resources page at <http://dpi.wi.gov/pld/boards-directors/policy-resources>.

Staff Development and Public Information

One of the keys to staff and community support for the principles of intellectual freedom is continuing education and public information on this topic. The better informed all parties are regarding the importance of freedom of expression and inquiry, and related library policies and practices, the less likely it is that your library will be required to defend the library’s collection or policies.

Discussion Questions

1. How does your library support the democratic ideal of a well-informed citizenry?
2. Does citizen (library board) control of the library help your library support the ideals of freedom of expression and inquiry? How else does citizen board control benefit your library?
3. Can the use of library Internet filters be consistent with the ideals of freedom of expression and inquiry, and the First Amendment? Why or why not?

Sources of Additional Information

- *Intellectual Freedom Manual*, latest edition, published by the Office for Intellectual Freedom, American Library Association
- Wisconsin Public Library Policy Resources page at <http://dpi.wi.gov/pld/boards-directors/policy-resources>
- Your library system staff (See [Trustee Tool B: Library System Map and Contact Information](#).)
- Division for Libraries and Technology staff (See [Trustee Tool C: Division for Libraries and Technology Contact Information](#).)

Trustee Essentials: A Handbook for Wisconsin Public Library Trustees was prepared by the DLT with the assistance of the Trustee Handbook Revision Task Force.

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Dealing with Challenges to Materials and Policies

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One of the most difficult tasks you may face as a public library trustee is that of dealing with an objection to materials in the library's collection, or an objection to library policies.⁵ This is why it is essential for every library to have a written policy in place that specifies how complaints will be handled, including a procedure to be used by concerned citizens.

The Challenge Policy

The policy should be written so that it calls for at least the initial steps of the process to be handled by staff; and in many, if not most, instances the issue can be resolved at that level. However, there may be times when the library board becomes involved more directly. Again, what is most important is for the board to have a policy and a corresponding procedure for dealing with either circumstance.

Regardless of the level of board involvement, it is important for you as a trustee to be committed to the principles of freedom of expression and inquiry that are fundamental to the role of public libraries. The entire community benefits collectively when democratic institutions uphold the right of access to information. Public libraries are for everyone and for every inquiry, and as such must include materials with varying points of view and a wide range of subjects. However, throughout history there have always been those who seek to limit what others may read, see, or listen to, and when this occurs in a public library setting it must be addressed thoughtfully and carefully by those ultimately responsible for all library operations, i.e., the library board.

When you became a library trustee, you may already have had considerable knowledge about intellectual freedom and censorship. However, many trustees need to learn more about these issues so that if an objection is raised they will be prepared. There are many resources; one of the most complete is the *Intellectual Freedom Manual* published by the Office for Intellectual Freedom of the American Library Association. The manual is updated frequently, and your library should have a copy of the latest edition. Other resources are listed at the end of this *Trustee Essential*. (See also [Trustee Essential #22: Freedom of Expression and Inquiry](#).)

In This Trustee Essential

- The need to have a written policy to deal with challenges
- Your responsibility as a trustee in a challenge

⁵ While this *Trustee Essential* focuses primarily on complaints or challenges to materials, a similar procedure can be used for objections to library policies such as those governing use of meeting rooms, the Internet, etc.

The Trustee Role in Dealing with Challenges

So what is your role when a complaint against a specific book, music CD, DVD, or policy is made? In many communities (especially smaller ones) you may receive the complaint personally through a phone call or a face-to-face conversation rather than as an item of business at the next board meeting. If this happens, you will be better able to respond appropriately if there is a policy and procedure already in place.

An important first step is to communicate with the library director about the complaint, since you and your fellow trustees have, no doubt, delegated to the director the responsibility for selecting materials. This means that you should not express your own personal views to an individual citizen, but should instead refer the complaint to the director promptly. Inform the citizen that there is a policy for handling objections, and explain that you are not individually responsible for deciding what will be done. Make sure the objector understands there is a process, and that he/she has the right to use that process. See the attached *Sample Complaint/Concern Form*, which includes a sample policy for dealing with complaints.

In other instances, the complaint may be made directly to the library director, either orally or in writing. In both cases, the objection may become a formal challenge if it cannot be resolved through informal dialog. You and your fellow trustees should be informed by the director that a challenge has been received and kept informed of the steps in its resolution. Or the trustees may receive a challenge as a formal item of business, and the process will start from that point.

If a formal challenge has been received, it may become known to the general public, sometimes generating debate in the media and among other public officials. This can create great stress for library trustees, for you may be contacted for your opinion by members of the public or by the media, or even by members of the municipal board which confirmed your appointment. Again, it is your responsibility not to engage in public debate as an individual. Your library's policy for dealing with challenges should specify that all deliberations involving trustees will be made at open board meetings; it should also specify that there is an official spokesperson (often the library director, sometimes the board president) through whom all information will be given out, especially to the media.

Public Hearings

Most challenges are resolved before they become issues of public debate. Depending on your challenge policy, occasionally the library board may decide to hold a public hearing at which testimony is taken. This process must be carefully and thoroughly crafted to allow both sides of the issue to be heard, and to prevent (as much as possible) undue sensationalism. (The *Intellectual Freedom Manual* has an excellent section on planning a public hearing.) While the steps of this process need not be spelled out in your library's policy, there should be a statement that refers to the process.

If a hearing is held, it is important for trustees to listen as carefully as possible and not to participate in the debate. They should also defer any decision on the challenge until a later meeting. This meeting should be scheduled fairly soon after the hearing but allow enough time for trustees to consider the issues that have been raised in a less emotional atmosphere.

Regardless of how the challenge ultimately arrives before the trustees, it is probable that you will eventually make your views known through a vote that will decide the outcome. This is the time to make a public statement giving the reasons for your vote. Such a statement is not obligatory, but it gives trustees a forum to reiterate the principles of intellectual freedom, and why you do (or do not) support them in this instance. Once the board has decided the outcome, there is usually no further recourse for action by the challenger except a court case.

A formal challenge can be an opportunity for growth for all parties: the challenger, the library director and staff, and perhaps most of all for trustees. Having a policy in place that describes the process to be followed and the responsibilities of the various participants in a challenge will make it much easier for you and your fellow board members to deal with attempts at censorship.

Discussion Questions

1. Why is it important for a library to have a policy for dealing with challenges to library materials and policies?
2. Does your library have an adequate policy and procedure for handling challenges? Are there any ways your policy and procedure could be improved?

Sources of Additional Information

- Attached [Sample Complaint/Concern Form](#)
- Intellectual Freedom Manual, latest edition, published by the Office for Intellectual Freedom, American Library Association
- Your library system staff (See [Trustee Tool B: Library System Map and Contact Information.](#))
- Children's Cooperative Book Center Intellectual Freedom Information Services, University of Wisconsin-Madison (for challenged children's materials) at <http://ccbc.education.wisc.edu/freedom/ifservices.asp>
- Division for Libraries and Technology staff (See [Trustee Tool C: Division for Libraries and Technology Contact Information.](#))

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Sample Complaint / Concern Form *

Your complaint or concern is about (please check):

- Book
- Audio item
- Video item
- Internet website
- Library policy
- Other, please explain:

Please indicate (if relevant):

Title:

Author/Producer/URL:

What is your concern about this material, resource, or policy? (Please tell us all you can to help us understand your concerns.)

Please print your name and address:

Signature: _____

[On the back of the form, include the board-approved policy for dealing with written complaints about materials. See the next page for an example.]

* Sometimes called a material reconsideration or challenge policy.

Sample Board Policy for Handling Material Complaints / Concerns

The library director (or staff responsible for selecting materials in this area) will:

1. Examine the material, reviews, and other information about this title or similar titles.
2. Decide whether the item should be kept, moved to another section of the library, or withdrawn.*
3. Write the person who filed the complaint with a decision and explanation within ____days of receiving the complaint.

If the person who filed the complaint is not satisfied with the decision, he/she can appeal to the library board. Upon receiving an appeal, the board will:

1. Set up a committee with board members, library staff, and/or community members to examine the material.
2. Consider the committee's recommendation to the board.
3. Hold a public hearing if deemed desirable by the board.
4. Make a final decision on the material.*

*The U.S. Supreme Court has ruled that officials may not legally remove materials from a library collection "simply because they dislike the ideas contained in those books and seek by their removal to prescribe what shall be orthodox in politics, nationalism, religion or other matters of opinion."

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